Last Updated: 12/22/2020

MO ACTS Release Notes

NEW SYSTEM FUNCTIONALITY
VOLUME 3 - RELEASE 8.0

Missouri DHSS Department of Health and Senior Services

MO ACTS
Missouri's Advanced Contact Tracing System

Release Notes

Missouri's Contact Tracing Platform

This document includes important information about new MO ACTS functionality and system enhancements from each build release. Use this guide to understand the step by step processes about adjustments, improvements and changes within the MO ACTS platform.

Section (click for details)	**Description**	**As of Date / System Release**
MO ACTS Amazon Connect Phone (AWS) Updates	In this section you will learn about updates made to the MO ACTS Inbound Calling Voice Prompts and the missed call notifications when a contact calls MO ACTS and may or may not leave a voicemail.	12/28/20 Version 8.0
MO ACTS Guided Call Script Updates	Contact Tracers can now update the Contact Case Status and the Outreach Outcome at the end of the guided call script. Additionally, if the contact has multiple exposures (i.e. multiple open cases) the contact tracer will be able to apply all the contact's guided script answers to each of their open cases. The guided script will now suggest contacts at the same address in addition to household members.	12/7/20 Version 7.0
MO ACTS EpiTrax Attribute: Contact Record Number	The EpiTrax Contact Record number will now be a number unique to each contact's exposure.	12/7/20 Version 7.0
MO ACTS Citizen Validation for Auto-monitoring	When a contact receives automated SMS messages to monitor their symptoms, the first-time sign in process is now updated to include validation messages	12/7/20 Version 7.0
MO ACTS to EpiTrax Data Flow: Positive or Probable Cases	If the contact tracer documents that the contact meets the criteria for a probable or positive case, this data will flow back to EpiTrax for case investigation which will begin once positive lab test results are received.	12/7/20 Version 7.0
MO ACTS In App Prompts *See Vol.2 of Release Notes*	In App Prompts will direct users through a URL link to the latest Release Notes document on the MO ACTS Intranet Site and other important announcements for MO ACTS users.	11/16/20 Version 6.0
MO ACTS Submitting a Guided script for Multiple Household Members *See Vol.2 of Release Notes*	In this section you will learn about how Contact Tracers can complete a guided call script for multiple contacts in a household when conducting outreach calls.	11/16/20 Version 6.0
MO ACTS English & Spanish Pre-recorded Voicemail *See Vol.2 of Release Notes*	Contact Tracers can now leave a contact a pre-recorded voicemail in either English or Spanish.	11/16/20 Version 6.0

MO ACTS Quarantine Period Length *See Vol.2 of Release Notes*	There is a new field for total Number of Quarantine Days that is editable and will dynamically impact the Quarantine End Date field.	11/16/20 Version 6.0
MO ACTS New County Field on the Case and Account records *See Vol.2 of Release Notes*	MO ACTS users can now find the County field on both the Contact Details and the Person Record. These fields will sync between the account/contact record and the case record.	11/16/20 Version 6.0
MO ACTS Automatic Case Monitoring *See Vol.2 of Release Notes*	In this section you will learn how cases can be monitored by using MO ACTS to automatically send SMS messages to contacts in order to efficiently track their symptoms if/as they arise for themselves and/or household contacts.	11/16/20 Version 6.0
MO ACTS Inbound Call Routing and Voicemail *See Vol.2 of Release Notes*	In this section you will learn about the updates to inbound call routing and the new ability for contacts to leave voicemails when calling MO ACTS.	11/16/20 Version 6.0
MO ACTS Amazon Connect Reporting *See Vol.2 of Release Notes*	Contact Tracers can now view reporting metrics from the Amazon Connect Softphone. This includes reports such as average handle time for contacts, abandon rates, agent performance, and more.	11/16/20 Version 6.0
MO ACTS Custom Dashboards *See Vol.2 of Release Notes*	In addition to the pre-built dashboard functionality within MO ACTS, Contact Tracers can now create their own personal dashboards so they can work with the selected reports side-by-side using them as components on a single page layout.	11/16/20 Version 6.0
MO ACTS Household Management *See Vol.2 of Release Notes*	In this section we will show you how to view if a contact is part of a household (e.g. resides in the same living space with other contacts) and view additional details that can help inform your contact tracing activities.	10/26/20 Version 5.0
MO ACTS System UI Enhancements *See Vol.2 of Release Notes*	Learn about various User Interface (UI) enhancements, including enhancements to picklists, and a new field for Unit Number.	10/26/20 Version 5.0
MO ACTS Resource Coordination *See Vol.2 of Release Notes*	In this section you will learn about new functionality around resource coordination in MO ACTS. How to assign a resource coordinator, how to view all contacts requiring resource coordination, and how to view cases assigned to you.	10/26/20 Version 5.0
MO ACTS Amazon Connect Updates *See Vol.2 of Release Notes*	In this section you will learn about additional features and functionality that have been added to the Amazon Connect phone system within MO ACTS.	10/26/20 Version 5.0
MO ACTS Jurisdiction Ad Hoc Access *See Vol.2 of Release Notes*	In this section, you will learn about how contact tracers are now able to be added to multiple jurisdiction groups and can see case records for each group.	10/05/20 Version 4.0
MO ACTS Bulk Contact Case Actions *See Vol.2 of Release Notes*	Learn how to close cases and how to reassign ownership of cases in bulk.	10/05/20 Version 4.0

MO ACTS Case, Contact, & Account Page Layouts *See Vol.2 of Release Notes*	Learn about how these pages are updated for clarity and are more intuitive to read.	10/05/20 Version 4.0
MO ACTS Route to Queue Based on EpiTrax Investigation Agency *See Vol.2 of Release Notes*	In this section you will learn how in the absence of a county listed in EpiTrax, cases will be routed to an LPHA queue through the EpiTrax Investigation Agency.	10/05/20 Version 4.0
MO ACTS Additional EpiTrax Attributes *See Vol.2 of Release Notes*	Learn about new attributes listed to be used by Case Investigators within EpiTrax.	10/05/20 Version 4.0
MO ACTS Reporting: Export Data *See Vol.2 of Release Notes*	In this section you will learn about the ability to export data through the reporting functionality within MO ACTS.	10/05/20 Version 4.0
MO ACTS Multiple Exposures for One Contact *See Vol.1 of Release Notes*	Learn about how MO ACTS will now show if a Contact to a COVID-19 case has had multiple exposures.	9/11/20 Version 3.0
MO ACTS System UI Enhancements *See Vol.1 of Release Notes*	Learn about various User Interface (UI) enhancements, including additions to List Views, a new editable County field, enhancements to picklists, and a new Provider Name field.	9/11/20 Version 3.0
MO ACTS Surge Resource Enhancements *See Vol.1 of Release Notes*	Learn about case visibility when case ownership is transferred to a surge resource in your jurisdiction.	9/11/20 Version 3.0
MO ACTS Auto Task Logging for Calls Functionality *See Vol.1 of Release Notes*	In this section, you will learn how the process for logging calls has been updated to occur automatically during the Contact Outreach Process.	9/11/20 Version 3.0
MO ACTS Reporting Functionality *See Vol.1 of Release Notes*	Learn about the various reports that Business Admins and Supervisors are able to utilize to track usage of the MO ACTS System, the time it took for a contact tracing case to move to monitoring and support, and the ability to export reports and import data through the View/Configure Setup Menu Export Reports permission.	9/11/20 Version 3.0
MO ACTS Email Functionality *See Vol.1 of Release Notes*	Follow these steps the first time you send an Email through MO ACTS to set up a template.	8/20/2020 Version 1.1
MO ACTS Change County or Jurisdiction Functionality *See Vol.1 of Release Notes*	In this section you will learn how to update a Contact to a COVID-19 Case's county in the Personal Details screen of the Guided Script as well as how to change the Case's jurisdiction – Including important considerations related to this change.	8/20/2020 Version 1.1

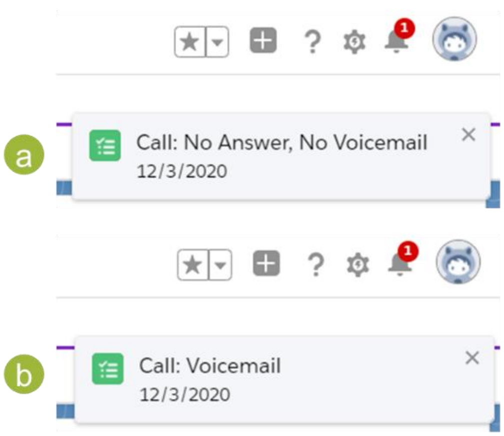
MO ACTS Amazon Connect Phone (AWS) Updates

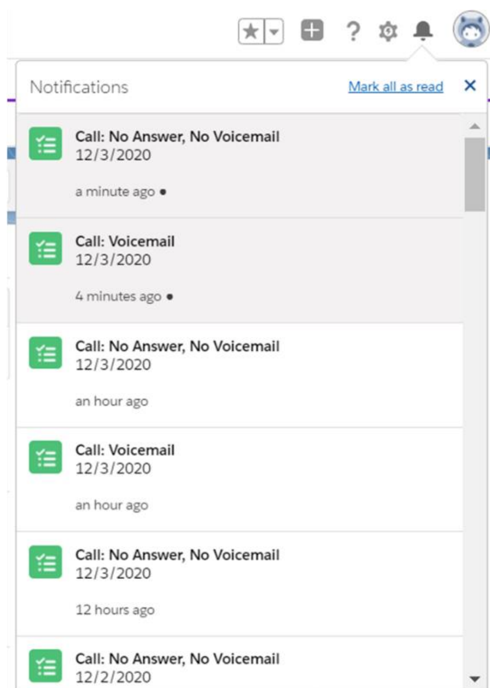
Inbound Calling Voice Prompts

When a contact calls into MO ACTS, they will hear newly updated English and Spanish human voice prompts instead of a computer-generated prompts. This occurs for both the opening message as well as the prompts used to route citizens to their correct jurisdiction. As of 12/28/20, there are also English human voice prompts for confirming a citizen's county or zip code. This will provide a human touch for the caller experience and minimize the risk of contacts thinking the line is spam or suspect. There will still be computer generated voice prompts when the caller's zip code or county is being confirmed in Spanish.

Missed Call Notifications

When a contact calls into MO ACTS, the Missed Call Notifications will only appear on screen once and will display whether the contact left a Voicemail or not. The notifications will read as either (a) **Call: No Answer, No Voicemail**, to notify that there was no voicemail left, or (b) **Call: Voicemail**, to notify that there was a voicemail left. The history of missed call notifications in the bell drop down gives contacts a quick way to see which missed calls they may want to prioritize depending on if the caller left a voicemail or not. See the Go Live Action Guide for more information on Inbound Call Routing and Missed Call Notifications.



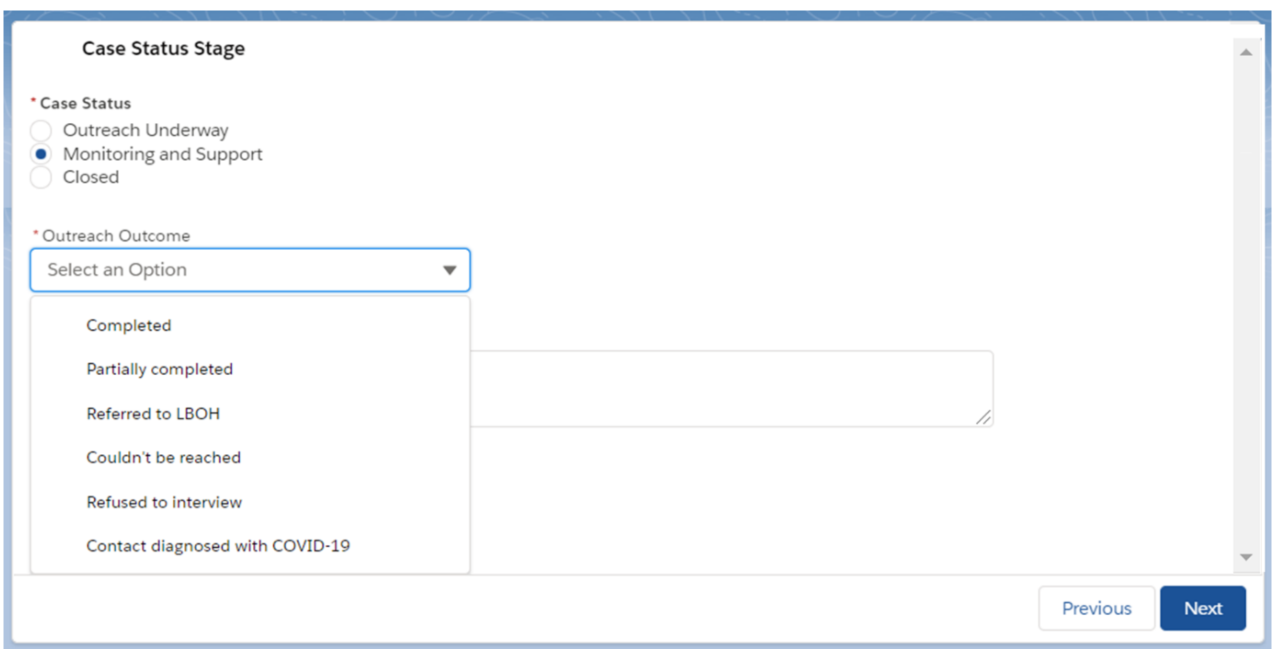


MO ACTS Guided Call Script Updates

Contact Tracers can now update the Case Status and the Outreach Outcome at the end of the guided call script. Previously, this was an extra step at the end of the outreach process but now can be done in one smooth process.

As Contact Tracers are concluding the call with the Contact to a COVID-19 Case, a screen will appear asking the Contact Tracer to select a case status. The three options are: Awaiting Outreach, Monitoring and Support, and Closed. The best practice remains to accept a case and progress it's status to Awaiting Outreach first before conducting an outreach call to the contact. The latter two choices, Monitoring and Support and Closed will both be more commonly selected options.

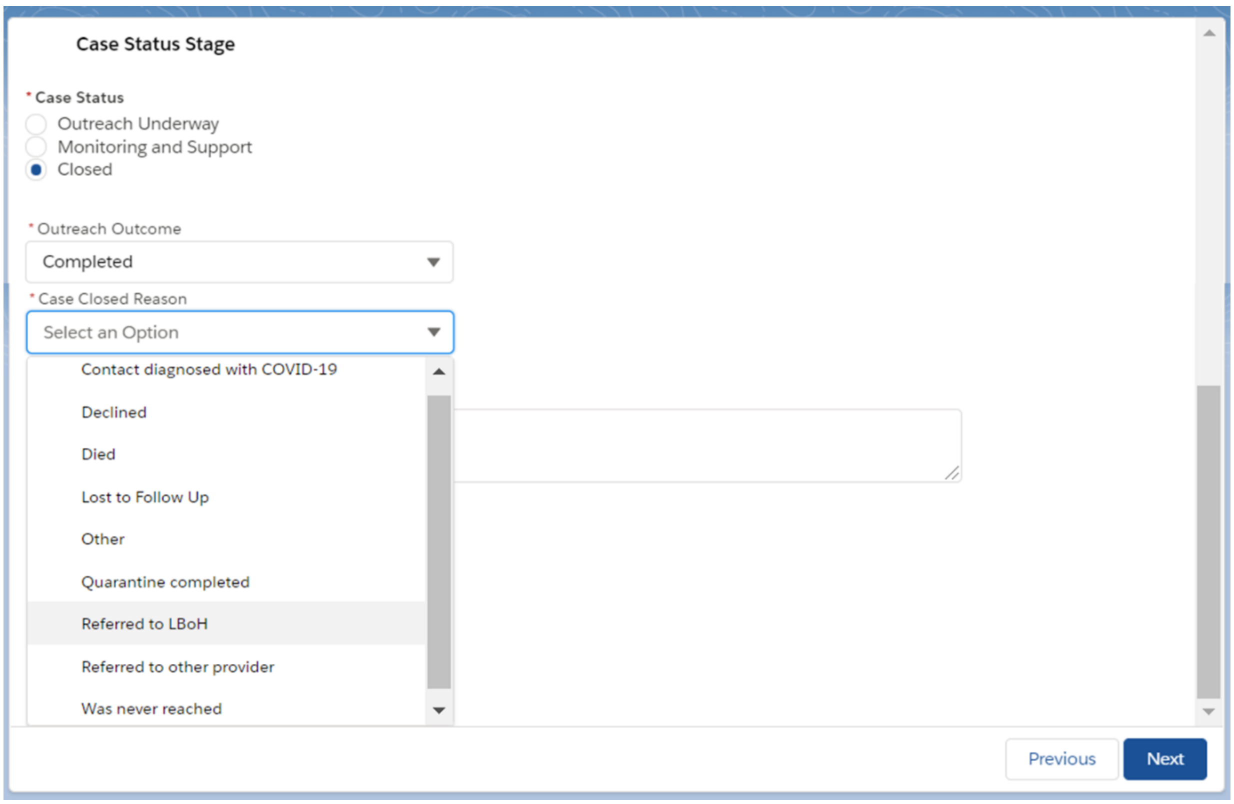
Once the status is selected, the contact tracer will then be able to select an Outreach Outcome for the call.



The following options and explanations for Outreach Outcome include:

Completed	The contact was successfully reached, and the call was completed.
Partially Completed	The contact was successfully reached, but the call was only partially completed.
Referred to LBOH	The contact was referred to the Local Board of Health.
Couldn't be reached	The contact was unable to be reached.
Refused to interview	The contact was reached but refused to be interviewed.
Contact Diagnosed with COVID-19	The contact was already diagnosed with COVID-19 and is a positive case.

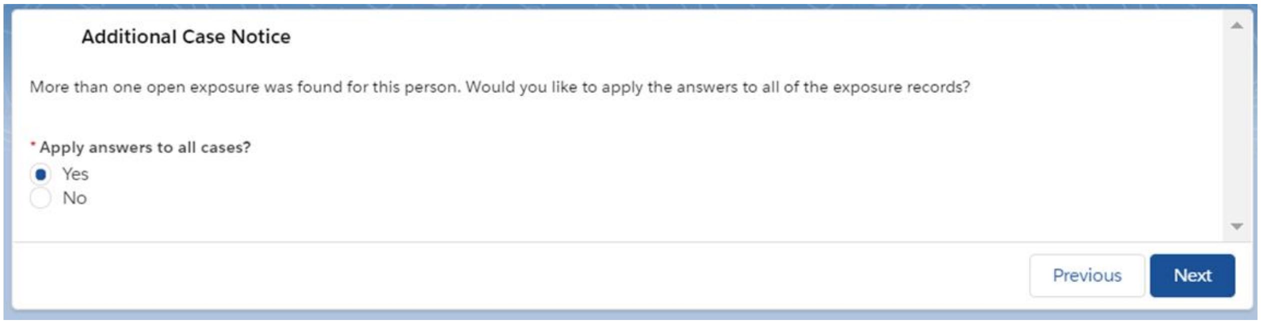
If the contact's case needs to be closed, possibly in the case that the contact is not answering their phone or has already completed their quarantine period, there will be a field available to select a Closed Reason.



The following options and explanations for Closed Reason include:

Contact Diagnosed with COVID-19	The contact was already diagnosed with COVID-19 and is a positive case.
Declined	The contact declined contact tracing.
Died	The contact has died.
Lost to Follow Up	The contact is hard to reach or the contact tracer has not heard back from them.
Other	There is another reason for closing the case that is not an option on this picklist.
Referred to LBOH	The contact was referred to the Local Board of Health.
Referred to other provider	The contact was referred to another provider.
Was never reached	The contact was never able to be reached for contact tracing.

Lastly, if the contact has multiple exposures (i.e. multiple open cases) the contact tracer will have the ability to apply all of the contact's guided script answers to each of their open cases. Please note that if you choose not to select apply all, you will need to conduct contract tracing for the other open cases manually.

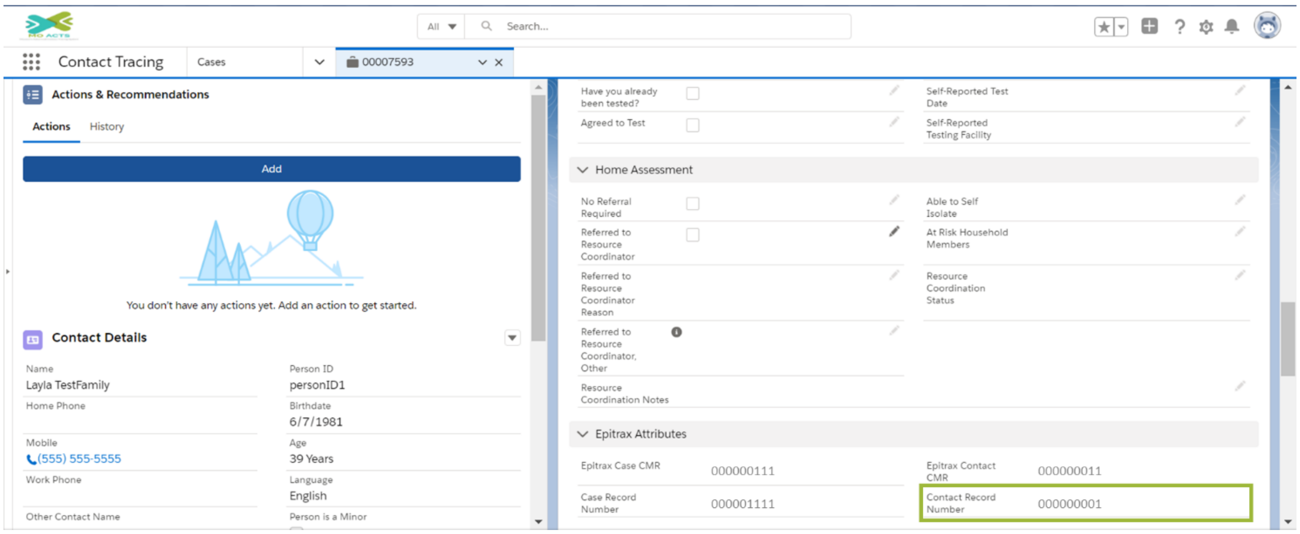


The script will continue as usual by asking if the contact tracer would like to conduct contact tracing for other suggested household members, if any, as well as any contacts located at the same address and then the call will need to be logged through the standard process.

NOTE: When you begin the new guided script flow for a household contact or contact at the same address, you will not be able to use the previous button. For full functionality, open the contact's case and start the guided script. To navigate to a contact located at the same address, we recommend searching for their case record separately using the search bar.

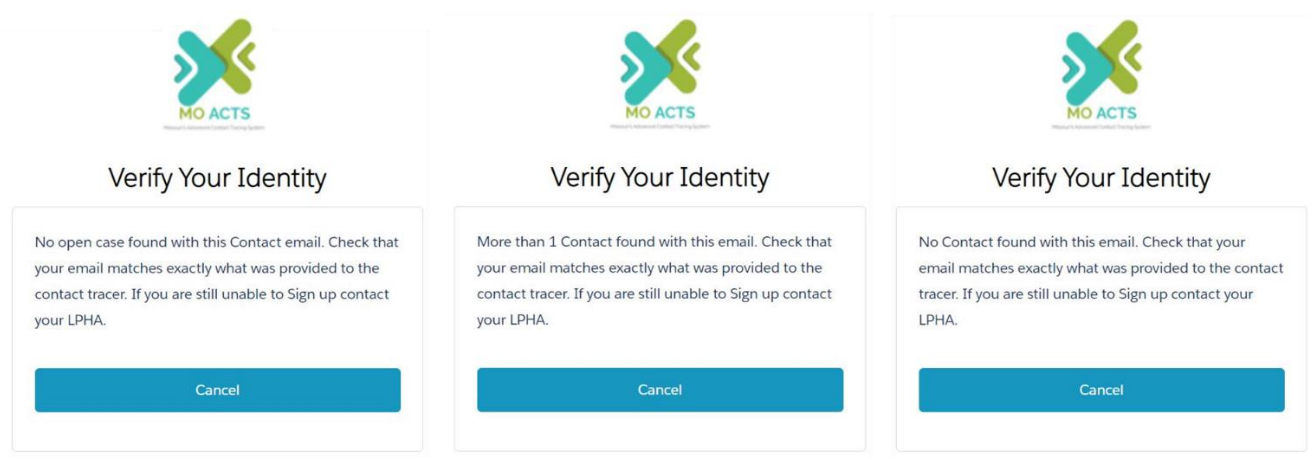
MO ACTS EpiTrax Attribute: Contact Record Number

The EpiTrax Contact Record number will now be a number unique to each contact's exposure. It will no longer be found within the EpiTrax Attributes section of the Person Account and will only be featured on the Case Record page layout.



MO ACTS Citizen Validation for Automated Monitoring

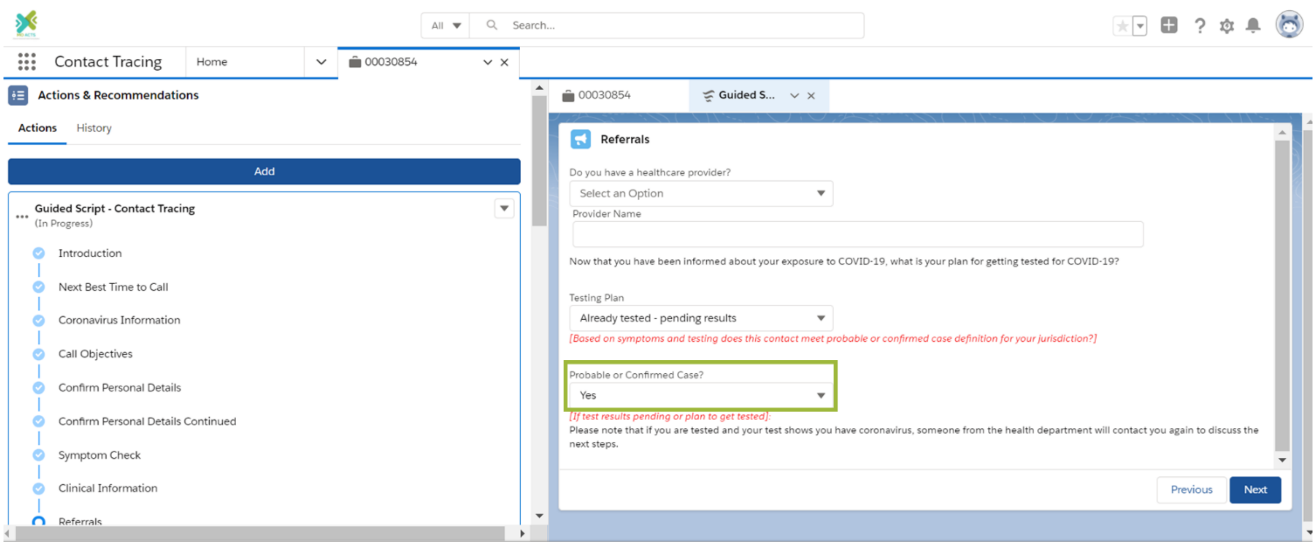
When a contact receives automated SMS messages to monitor their symptoms, the first-time sign in process is now updated to include validation messages when the contact verifies their identity through their email address. The contact will receive these messages if their email address is not associated with any contact, the contact does not have an open case, or the email is associated with more than one contact each with an open case and they will be suggested to contact their LPHA's.



MO ACTS to EpiTrax Data Flow: Positive or Probable Cases

If the contact tracer documents that the contact meets the criteria for a probable or positive case, this data will flow back to EpiTrax for case investigation. While this information will flow back to EpiTrax, a morbidity event will not occur in EpiTrax until electronic lab reporting is provided or manual data entry has occurred. For instance, if a contact tracer marks ‘Yes’ in MO ACTS on Monday, but the positive lab is not ingested into EpiTrax until Wednesday, the EpiTrax event will remain a contact event until Wednesday when it is promoted to a morbidity. Marking ‘Yes’ in MO ACTS will not result in an immediate promotion in EpiTrax.

The contact tracer can select **Yes** for the Probable or Confirmed Case field in the Guided Script when conducting case outreach:



The contact tracer can also update this field on the case record: